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## News for CityRail customers on the City Circle and Eastern Suburbs Line



## Better value longer term tickets

**Your longer term MyTrain and MyMulti tickets are now even better value.**

We're encouraging customers to take advantage of the savings by switching to longer term tickets.

Monthly, quarterly and yearly MyTrain ticket prices have been reduced by nine per cent and buying a MyMulti ticket – which covers travel across trains, buses and ferries – saves you \$9 on a monthly ticket, \$25 on a quarterly ticket and \$100 on a yearly ticket.

The savings reward our regular customers and encourage more people to use public transport. The initiative also aims to reduce Monday morning ticket queues at stations by encouraging customers to purchase longer term tickets rather than 7 or 14 day tickets.

Now there's even more reason to buy a MyMulti ticket as customers are entitled to travel on Metro Light Rail services, between Central and Lilyfield, at no extra charge. Pensioners and families also benefit as light rail is now included in Pensioner Excursion tickets and Family Funday Sunday tickets.

You can visit the CityRail website to purchase your longer term MyMulti and MyTrain tickets. Select a monthly, quarterly or yearly ticket, and it will be posted to you within five working days.

Buying online is convenient and has extra benefits. If you lose a ticket that you have purchased online, we will send a replacement by Express Post within three working days. If your ticket is damaged, we can generate a new ticket for collection from your preferred station. You will also receive an email two weeks before your ticket expires to remind you to order a new ticket.

If you've already bought a longer term ticket, standard CityRail refund arrangements and processing fees apply. Please go to the CityRail website for more information.

Take advantage of the savings and switch to a monthly, quarterly or yearly ticket. You can buy tickets now at [www.cityrail.info](http://www.cityrail.info) or at station ticket windows.

## Spruced up Martin Place

Martin Place Station has undergone considerable improvements.

As part of our ongoing Easy Access program, the station has been upgraded with two new lifts connecting the mezzanine, concourse and platforms, and tactile tiles along the stairs, ramps and platforms. We have also improved security with new CCTV cameras, station lighting and signage.

Eight station toilets have been refurbished and now include four unisex toilets, two family toilets, and two toilets for customers with restricted mobility. The new facilities feature stylish, modern interiors and water-saving features such as dual flush cisterns.

Martin Place Station has also had an extensive Deep Clean and Station Makeover. Platform buildings, bins and seats have been repainted, the track cleaned and graffiti removed.

The Deep Clean focused on the platforms, stairs, pedestrian walkways, ticket office area, concourse and main station entrance.

Our Easy Access upgrade and Deep Clean programs aim to make your journey easier and more enjoyable by improving access and facilities, and providing cleaner and safer stations.

Transport Minister Gladys Berejiklian officially announced the opening of the \$7.5 million Easy Access upgrade at Martin Place in April.

## CityRail Update survey

We'd like your feedback on CityRail Update. Please tell us what you think by completing our online survey at [www.cityrail.info/news/update/](http://www.cityrail.info/news/update/)



## Deep Clean at Bondi Junction Station

Bondi Junction Station was one of 22 stations to have an extensive Deep Clean, which improved the appearance of areas inside and outside the station.

Litter, leaves, weeds, cobwebs, graffiti and gum were removed from public access areas and pavements. Floors and signage were also thoroughly cleaned.

To ensure that our customers weren't inconvenienced and work could be delivered to the highest standard, the deep cleaning teams carried out this work at night.

Bondi Junction Station has also received new toilets. The refurbished toilet facilities are now more presentable and are also designed to be easier to clean, which improves the availability of facilities for customers.

Deep Cleans have been carried out at 22 hot spot stations across the network to provide clean and safe stations and improve your journey.

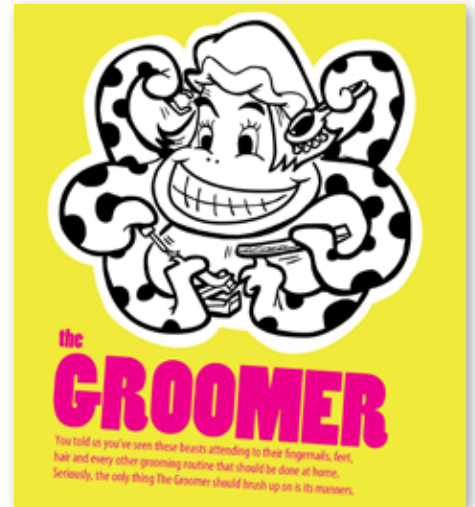


# Let's keep beastly behaviour off our trains

Have you ever been inconvenienced by other passengers on your train blasting music from their headphones? Ever come across the notorious mobile phone yeller or had to stand because someone is hogging two seats with all their bags?

We recently conducted an online survey to re-check what you found most inconsiderate about the behaviour of other passengers. Our 'Beasts of Bad Behaviour' campaign aims to raise awareness of how inconsiderate behaviour affects fellow passengers.

The 'beasts' remind us all of what we can do and how our behaviour affects the comfort and safety of others. If we all make a small effort, we can all have a better journey.



## Bins are back

You may have noticed that bins have made a comeback at some of our busiest stations.

Some time ago, we removed bins from busy underground and interchange stations due to security concerns. Since then, we've been listening to customer feedback about the inconvenience the lack of bins was causing. We worked closely with key partners such as NSW Police and the Designing Out Crime Research Centre to develop a safer bin design that's suitable for reintroduction at these stations.

Last year, we introduced new 'Safer by Design' bins at stations on the City Circle, as well as at Epping, Blacktown, Strathfield, Liverpool, Parramatta and Chatswood.

These new bins accommodate both general rubbish and paper recycling for your convenience.

The new bins have now been installed at other stations including Bondi Junction, Edgecliff, Kings Cross, Martin Place, Milsons Point, North Sydney, Redfern, Macquarie Park, Macquarie University, Hornsby, St Leonards, Granville, Sydenham, Kogarah, Hurstville and North Ryde.

Please make sure you use the bins provided so we can keep your trains and stations clean.

## A trip back in time at Central Station

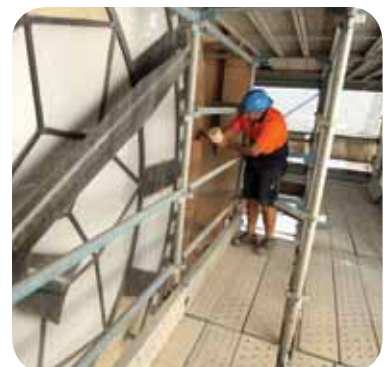
Ever since its unveiling a little over 90 years ago, the clock tower at Central Station has been keeping time for generations of Sydneysiders. Looming large over the station and city beyond, it has watched Sydney grow into a thriving metropolis. However, subsequent exposure to pollutants and the weather have taken its toll, and the tower is now undergoing an extensive restoration.

The 80-metre clock tower was built between 1915 and 1921 from sandstone stock known as Paradise Pyrmont. As well as a thorough cleaning, a team of 15 to 20 highly skilled

stonemasons are now using the same sandstone stock to replace around 150,000 kilograms of cracked and deteriorated stone.

The team is making a great effort to restore the gleaming façade to its former 1920s glory and to service the delicate original internal pieces to ensure the smooth running of the clock.

The project is part of a wider program of works in the Central Station precinct aimed at preserving and enhancing the buildings' heritage. Work is expected to be completed by the end of the year.



# Taking action against graffiti

On Sunday 15 May, members of the public volunteered to help clean up graffiti at locations across NSW. In support of the event – a partnership between Keep Australia Beautiful and the NSW Government – our staff cleaned graffiti at different stations across the network.

Each year, we commit significant resources to prevent and reduce all types of vandalism on trains, stations and other railway property. Our cleaning staff work hard every day to remove graffiti so that trains can be returned to service for our customers as quickly as possible.

During Graffiti Action Day this year, graffiti was successfully removed from key stations and from within the rail corridor.



You can help reduce graffiti on stations and trains too. If you see someone vandalising railway property, call the **CityRail Security Hotline** immediately on **9379 4444**, or if you know someone who commits graffiti vandalism, call **Crime Stoppers** on **1800 333 000**.

## Meet the Manager

We regularly hold Meet the Manager events at CityRail stations to give you the opportunity to provide feedback about our services directly to staff at your station.

This year, we'll hold over 100 events at stations across the network and on trains, where we'll do our best to address your suggestions about how to improve our services.

You'll find that we're publishing key customer feedback areas each quarter on the CityRail website, along with initiatives we're undertaking to address the feedback.

Visit [www.cityrail.info](http://www.cityrail.info) to find out more about Meet the Manager events at your closest station.

- Central – 22 August
- Museum – 13 September
- Circular Quay – 15 September
- Town Hall – 18 October

## St James Station gets an upgrade

St James Station has had a \$7 million upgrade as part of our Easy Access program.

The first stage of construction was completed in 2010, which involved the installation of a new lift from the concourse to the platform.

We recently completed the second stage of the upgrade to install a new lift to take customers from the concourse to Elizabeth Street. A new family accessible toilet has also been constructed to make travelling easier and more comfortable for customers with disabilities or with children.

The ticket office has been refurbished and station staff will have new facilities. We have installed new CCTV cameras, station lighting and signage to provide customers with improved security.

Easy Access upgrades are designed to make customers' journeys easier by improving access to stations for the elderly, people with disabilities and customers with prams, young children or luggage.

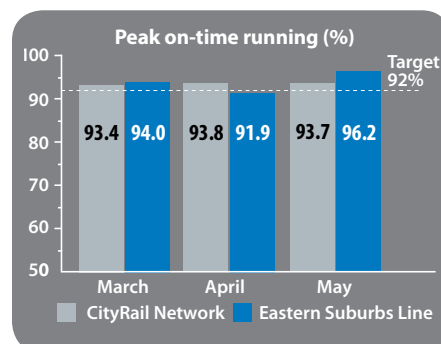
## How we're travelling

**Our on-time running target is for 92 per cent of peak suburban trains to arrive within five minutes of the scheduled time and the same proportion of intercity trains to arrive within six minutes of their scheduled time.**

The good news is that on-time running has improved steadily over the past few years. However, if you do experience a delay, we aim to keep you informed while we work to resume services as soon as possible.

In April, trespassing and operational issues affected services on the Eastern Suburbs Line.

Overall on-time running targets were achieved on the CityRail network in the period March to May.



## New lifts at Town Hall Station

Stages one and two of our lift replacement program at Town Hall Station are complete and the new lifts are now operating between platforms and the concourse.

Work on stage three is currently underway and will affect customers needing lift access between George Street and the station concourse until the end of October.

You can access the concourse using lifts in The Galleries (500 George Street) and the Queen Victoria Building (455 George Street). Ramp access is available through Pavilion Plaza (580 George Street).

We thank you for your ongoing patience while the work is taking place.



## What's on

Check out some of these great events – leave your car at home and go by train.

### Surry Hills Markets

**When:** First Saturday of every month  
7.00am–4.00pm

**Where:** Shannon Reserve, Surry Hills  
**Nearest station:** Central

On the first Saturday of every month, the corner of Crown and Collins Streets in Surry Hills is transformed into a colourful marketplace of handmade, second-hand and recycled goods at the Surry Hills Markets. The markets have been raising money for the Surry Hills Neighbourhood Centre since 1981 and are a great place to pick up a gift or grab yourself a bargain.

[www.shnc.org/markets](http://www.shnc.org/markets)



### Sydney Winter Festival

**When:** 28 July–14 August

**Where:** Cathedral Square, Sydney  
**Nearest station:** St James

For the third year in a row, the Sydney Alpine Winter Festival is back. Cathedral Square will be transformed into a sparkling winter wonderland. Book tickets for the country's largest open air ice skating rink or warm up with a glass of Gluehwine to celebrate winter.

[www.winterfestival.com.au](http://www.winterfestival.com.au)

### Crave Sydney International Food Festival

**When:** 1–31 October

**Where:** Various locations, Sydney  
**Nearest stations:** Various

Crave Sydney International Food Festival is an exciting celebration of Sydney's unmatched way of life, offering 31 days of food, outdoor art and fun. Crave Sydney features major events, including World Chef Showcase, Night Noodle Markets, Barbecue Madness and Let's Do Lunch in addition to community festivals in Greater Sydney, food tours, hands-on cooking classes and a series of 100 Mile Meals across regional NSW.

[www.cravesydney.com](http://www.cravesydney.com)

### Spring Cycle

**When:** 16 October

**Where:** Sydney

**Nearest station from start site:** North Sydney

This fantastic family event allows you to see the city at a leisurely pace. There are two route options which give you the opportunity to ride across the Harbour Bridge and enjoy the city's iconic landmarks. The City Ride finishes at Pyrmont. The Classic Ride takes you to Sydney Olympic Park. Register now for Sydney's largest celebration of cycle!

[www.springcycle.com.au](http://www.springcycle.com.au)

## CityRail news via email

Save paper and get the latest CityRail news direct to your inbox when you sign up to receive CityRail Update via email.

To register go to:

[www.cityrail.info/news/update/](http://www.cityrail.info/news/update/)

## Trackwork calendar

Our planned maintenance program is scheduled two years in advance. Every week of the year, some part of the CityRail network is undergoing trackwork in line with our continuing effort to maintain and upgrade our network and provide you with a smoother ride.

### Trackwork by email

Would you like to know what's happening on your line without leaving the comfort of your office or home? It's easy if you subscribe to CityRail's free trackwork email service.

Simply go to [www.cityrail.info](http://www.cityrail.info) to register. Select the lines you most frequently use and we'll send you a weekly email advising of any trackwork affecting train services. The emails can be sent to your home or office email – or both!

The calendar below shows major work planned for your line in the near future.

### Buses replace trains:

9 Aug (evening)	Eastern Suburbs & Illawarra Line Between Bondi Junction and Central.
23 Aug (evening)	Eastern Suburbs & Illawarra Line Between Bondi Junction and Central.
30 Aug (evening)	Eastern Suburbs & Illawarra Line Between Bondi Junction and Central.
6-7 Sep (evening)	Eastern Suburbs & Illawarra Line Between Bondi Junction and Central.
17-18 Sep (weekend)	City Circle Trains will operate in one direction only, from Central via Museum.
20 Sep (evening)	Eastern Suburbs & Illawarra Line Between Bondi Junction and Central.

## Contact us

**Report security issues**  
1800 657 926 (24 hours)

**Lost property**  
02 9379 3341  
or [www.cityrail.info](http://www.cityrail.info)

**Passes and concessions**  
1300 302 130

**Ticket vending machine faults** 1800 808 822

**Rail Greenline** for environmental enquiries and complaints  
1300 656 999 (24 hours)

**TTY (Teletypewriter service)** for hearing and speech impaired customers only 1800 637 500

**For service information or to give customer feedback**  
[www.cityrail.info](http://www.cityrail.info) or call 131 500



Transport  
CityRail

Details are correct at time of printing. Please check [www.cityrail.info](http://www.cityrail.info), posters at your station or call 131 500 closer to the time.